

**GOVERNMENT OF INDIA  
COMMUNICATIONS  
LOK SABHA**

UNSTARRED QUESTION NO:2673

ANSWERED ON:13.03.2000

OUT OF ORDER PUBLIC TELEPHONES IN RURAL AREAS

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**Will the Minister of COMMUNICATIONS be pleased to state:**

- (a) The number of public Telephones out of order in the rural areas of the country particularly in Rohru district of Simla as on date, State-wise ;
- (b) The reasons therefor ; and
- (c) The steps taken by the Government to make them functional?

**Answer**

MINISTER OF STATE FOR COMMUNICATIONS

(SHRI TAPAN SIKDAR)

- (a) The number of Village Public Telephones out of order in the rural areas of the country are as below :

|                     |      |
|---------------------|------|
| 1) Andman & Nicobar | 24   |
| 2) Andhra Pradesh   | 411  |
| 3) Assam            | 667  |
| 4) Bihar            | 8238 |
| 5) Gujrat           | 333  |
| 6) Haryana          | 738  |
| 7) Himachal Pradesh | 569  |

in Rohru Sub-Division in Shimla District 6 VPTs out of 241 VPTs are faulty.

|                       |       |
|-----------------------|-------|
| 8) Jammu & Kashmir    | 597   |
| 9) Karnataka          | 760   |
| 10) Kerala            | Nil   |
| 11) Madhya Pradesh    | 11828 |
| 12) Maharashtra       | 1026  |
| 13) Arunachal Pradesh | 197   |
| 14) Manipur           | 360   |
| 15) Meghalya          | 276   |
| 16) Mizoram           | 163   |
| 17) Nagaland          | 114   |
| 18) Tripura           | 187   |
| 19) Orissa            | 11125 |
| 20) Punjab            | 237   |
| 21) Rajasthan         | 3659  |
| 22) Tamilnadu         | 1231  |
| 23) Uttar Pradesh     | 9999  |
| 24) West Bengal       | 1895  |
| 25) Sikkim            | 30    |

- (b) The reasons are as below ;

The reliability of MARR technology has not been proved satisfactory. The incidence of high fault rate is also due to :-

- frequent and prolonged power failure in rural areas. - Inaccessibility of remote villages leads to delay in repair and transportation of stand by equipments. - Misuse of batteries and equipments by VPT holders. - Inadequate care by VPT holders. - Too many type of equipments. - Breakdown in physical lines being long distance from parent exchange. - Terrorist activities in some part of Andhar

Pradesh, North-East and Jammu & Kashmir Telecom. Circles. - Lightning prone areas of North-East States and Assam State. - Low voltage main power supply.

(c) The steps taken by the Government to make them functional are as below :

- i) Revised guidelines have been issued to monitor the performance of village public telephones as well as reporting mechanism have been strengthened for effective functioning of VPT.
- ii) Action was taken for regular and periodic inspection of VPTs by senior officers.
- iii) Maintenance free batteries with solar panel are being provided to all VPTs working on MultiAccess Rural Radio systems.
- iv) Maintenance staffs for MARR systems are being trained for the new technology.
- v) Repair Centres are being opened to strategic location at all telecom circles.
- vi) Annual Maintenance Contract with the suppliers of MARR systems are being entered into by Chief General Managers, Telecom. Circles.
- vii) Installation & commissioning procedures have been Standardised/strengthened.
- viii) Action is being taken to educate VPT holders for effective maintenance of VPTs. ix) Village Public Telephone are tested regularly from the concerned exchange by dialling and any VPT not responding on two consecutive days is treated as faulty and is reported to secondary switching area incharge for immediate action. x) VPT holder has been asked to book their fault at Telephone Exchange/Junior Telecom. Officer Incharge.
- xi) Sufficient spare units wherever not available are being procured.
- xii) Different inspection schedules have been designed.
- xiii) Monthly/Weekly performance reports(suggested by National Productivity Council) have been implemented.
- xiv) SSA Heads are holding meetings with villagers to sort out the grievances.
- xv) Flying squads have been constituted at Circle /Telecom. Headquarter level.